



Office of the City Treasurer  
Short-Term Residential  
Occupancy Program  
**STRO License Application FAQs**

The Short-Term Residential Occupancy (STRO) license application is open for Tier 1, 2, & 3 licenses. The application period for Tier 4 has closed. Additional STRO license application resources include:

- [STRO License Application Guide](#)
- [STRO License Application Video](#)

Below are the answers to the FAQs during the STRO license application process.

**1. The STRO license application portal does not recognize my email address. What can I do?**

The STRO license application portal is the same online portal used by the Development Services Department. The email address that is being entered may be associated with an account that has already been created. You can try the [I've Forgotten My Password link](#) to try to reset your password. If an account exists with that email address, you will be emailed a temporary password which will let log in. If this does not work, you may have to create an account with a different email address. Please contact the STRO Administration at (619) 615-6120 or email [stro@sandiego.gov](mailto:stro@sandiego.gov) for any other issues.

**2. My address does not appear or comes back as “No Record Found” when I click search on the address step of the application. How do I proceed?**

If your dwelling unit does not appear when you search for it, please fill in all the applicable address fields including zip code and unit number. Once all the applicable fields are filled out, click *Continue Application* **without** clicking *Search*. This will take you to the next step of the application.

**NOTE:** It's imperative that your address is typed in correctly for the dwelling unit address you are applying for. If it is not, this may cause issues later in the application process.

**3. I am typing in my parcel number and the system is not recognizing my parcel number. How do I proceed?**

If you do not know your dwelling unit's parcel number, you can look it up on [ParcelQuest](#). The property parcel number or APN is formatted as follows: 123-456-78-90 (with the dashes). **The STRO application process does not accept that format, so the parcel number needs to be entered as 123-456-7890 (without the last dash between the last 4 digits).** Once the parcel number is entered in this format, you should be able to search without a problem and continue the application.

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**4. If my STRO is managed by a property management company, can the property management company be the host? What if my home is in an LLC or trust, can the LLC or trust be the host?**

No, the host must be a natural person who has the legal right to occupy the dwelling unit and allowed to STRO. Each host may only hold one license at a time and may not operate more than one dwelling unit for STRO at a time within the City of San Diego.

**5. Can the property management company be the local contact?**

Yes, however, the STRO Ordinance requires that the host or local contact respond to a complainant in person or by telephone within one hour for all reported complaints and take action to resolve the matter.

**6. If my property is in an LLC or trust that I own as the host, do I choose yes or no that I am the property owner?**

- a. If the property is in a trust or LLC and the Host is a managing member/trustor/trustee, the Host must mark 'Yes' to this question.
  - i. A host must provide a *right to occupy*, which could be a grant deed showing the Host's name as part of the LLC/trust or an ownership document for the trust/LLC showing the host has the legal right to occupy the dwelling unit.
- b. If the property is in a trust or LLC and the Host is **NOT** a managing member/trustor/trustee, the Host will need to mark 'No' to this question.
  - i. The host must provide a *right to occupy*, which could be a lease from the LLC that states the host has the right to occupy the dwelling unit and is allowed to sublease for less than a month.
  - ii. A Host that is not part of the LLC or trust, must also obtain a Business Tax certificate in their name and pay applicable business tax. A Host can apply for a Business Tax Certificate online at [Business Tax Online Registration and Account Update](#). For additional information, please visit the [Business Tax website](#) or contact the Business Tax Compliance at [compliance@sandiego.gov](mailto:compliance@sandiego.gov) or (619) 615-1539.

**7. How do I know if my property is part of a multifamily property?**

If there is more than one (1) dwelling unit on the parcel, then the home is considered a multifamily property. The answer to this question does not impact the application.

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**8. I am not the owner of my dwelling unit and would like to apply for an STRO license. Do I need a Business Tax Certificate?**

Yes, if a Host is not the owner of the dwelling unit, they are requirement to obtain a Business Tax Certificate and pay the annual Business Tax. A Host can apply for a Business Tax Certificate online at [Business Tax Online Registration and Account Update](#). For additional information, please visit the [Business Tax website](#) or contact the Business Tax Compliance at [compliance@sandiego.gov](mailto:compliance@sandiego.gov) or (619) 615-1539. Please note that this is in addition to the Rental Unit Business Tax that the owner of the dwelling unit is responsible for remitting annually.

**9. I received an error message that says the Rental Unit Business Tax (RUBT) # is not valid for the property/address. What do I do now?**

A host should first confirm that their RUBT is active & paid on the [RUBT Active & Paid RUBT OpenData Portal](#). Only properties with active RUBT accounts with a balance of \$0 can complete an application.

- iii. If your property address is not listed, the account may have a balance on it. The host should contact the RUBT administration at (619) 615-1545 or email [rtax@sandiego.gov](mailto:rtax@sandiego.gov) so they can assist.
- iv. If your property address is listed and does not come through in the application, there may be a couple issues:
  1. Confirm the address typed in Step 1 is correct including the zip code as well as the parcel number in step 2.
  2. If both are correct, please contact the STRO administration at (619) 615-6120 or email [stro@sandiego.gov](mailto:stro@sandiego.gov) so we can assist.

**10. Where do I obtain a Transient Occupancy Tax (TOT) certificate or look up my number to see if I have one? The application says my TOT number is not valid for the address/parcel. How do I proceed?**

Only those dwelling units with an active TOT Certificate can complete an STRO application. Active TOT certificates can be found on the [TOT Active Certificate OpenData portal](#). If the TOT certificate is not listed there, you may not have a TOT certificate, or the TOT Certificate may not be in an active status due to an account updated being needed or a [pending enforcement action](#).

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- To apply online for a TOT certificate, please visit the [Transient Occupancy Registration Certificate portal](#).
- If you have a TOT certificate and it is not validating, please contact TOT Administration and Compliance to determine next steps to make your TOT Certificate “Active”. TOT Administration and Compliance can be reached at (619) 615-1530 or email [sdtot@sanidiego.gov](mailto:sdtot@sanidiego.gov).

**11. My license tier is not populating correctly, or my Community Planning Area is blank. How do I get this corrected?**

Please proceed and complete your application. Once complete, contact the STRO administration at (619) 615-6120 or email [stro@sanidiego.gov](mailto:stro@sanidiego.gov) and provide the application number and STRO administration staff will make the needed corrections..

**12. I am a new host and have no prior booking activity or have not yet advertised my STRO. How do I proceed with the Advertisement requirement?**

If you are a new host, you will have to click the grayed out “Add a Row” then for the hosting platform, choose “Other”. For the URL type in “New Host” then click Submit.

**13. The STRO license application will not upload my documents. How do I proceed?**

The documents that are uploaded must smaller than 200 MB and be in a PDF format. If you are running into issues, you may need to upload 1 document at a time or clear your cookies/cache on your internet browser. Google Chrome is the recommended browser to complete your STRO license application. If you continue to have issues, please contact the STRO administration at (619) 615-6120 or email [stro@sanidiego.gov](mailto:stro@sanidiego.gov).

**14. If I need to make edits to my application prior to it being submitted, how do I do this? What if I need to make edits once the application is submitted?**

During the application process, a host can click on the white bar on the top with which step they would like to edit (steps 1-6).



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Once the application is submitted, it cannot be edited on the host side. For edits or additional documents to be uploaded, please email [stro@sandiego.gov](mailto:stro@sandiego.gov).

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